

EPSON® Stylus® Color 980N

Start Here

Setup and Software Installation

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Introduction

Your EPSON Stylus Color 980N Professional Series printer is the ideal output device for business graphics, digital photographs, and more. It includes a built-in EpsonNet 10/100 Base TX Internal Print Server that lets your printer communicate using a variety of Ethernet protocols. The EpsonNet configuration software and additional utilities let you manage all your network printers, monitor printer status, and print across the internet.



How To Use Your Documentation

To set up your EPSON Stylus Color 980N printer and install the network software needed for printing, see the following sections:

Setting Up Your Printer explains how to physically set up the printer and connect it to the network.

Installing the Network Software describes the EpsonNet software utilities (for Windows® 95, 98, 2000, NT® 4.0, and Apple® Macintosh®). Follow these instructions to install the software and configure your printer for protocols including Novell® NetWare®, TCP/IP, and AppleTalk.®

Installing the Printer Driver on the Workstations tells you how to install the printer driver on each networked workstation. The printer driver runs the printer, controls how documents look, and lets you configure the port settings so each workstation can see the printer over the network.

Using Status Monitor 3 for Windows tells you how to monitor a printer over the network to check for low ink levels and other possible problems. Status Monitor 3 also lets you use TCP/IP for printing in Windows 95, 98, and 2000 peer-to-peer networks.

After you've set up your system as described in this book, see the *Administrator's Manual* for additional network, configuration, and Ethernet card information. An

electronic copy of the *Administrator's Manual* is included on the Printer Software CD-ROM, along with the *EPSON Stylus Color 980 Reference Guide*, which contains detailed instructions on using your printer. For instructions on viewing these guides, see below.

For additional tips on loading paper, printing, cleaning the print head, and replacing ink cartridges, watch the Fix-It FlixSM printer movies as described on page 6.

If you need to contact EPSON for help or for parts and accessories, see “Where To Get Help” on page 41.

Warnings, Cautions, and Notes

The following symbols are used in this book:



Warnings must be followed carefully to avoid bodily injury.



Cautions must be observed to avoid damage to your equipment.



Notes contain important information about your printer.

Viewing Your Electronic Manuals

Your Printer Software CD-ROM includes the *EPSON Stylus Color 980 Reference Guide*, which provides detailed instructions on using your printer, as well as an electronic copy of your network *Administrator's Manual*. Follow the instructions below to view the manuals from your CD-ROM or to copy the manuals to your hard drive and view them from there.

Opening the Printer Reference Guide

The *Reference Guide* is in HTML format, so you need a browser—such as Netscape® Navigator® 3.0 or later or Microsoft® Internet Explorer 3.0 or later—to view it.

Windows

1. Insert the CD-ROM in your drive. You see the following screen:



2. Double-click View Printer Reference Guide (you may have to scroll down the menu list to see it).
3. On the next screen, click either View Reference Guide (to view the guide) or Install Reference Guide (to copy it to your hard drive).

If you copied the manual to your hard drive, you can access it at any time. Select Start, Programs, Epson, and click ESC980 Guide.

Macintosh

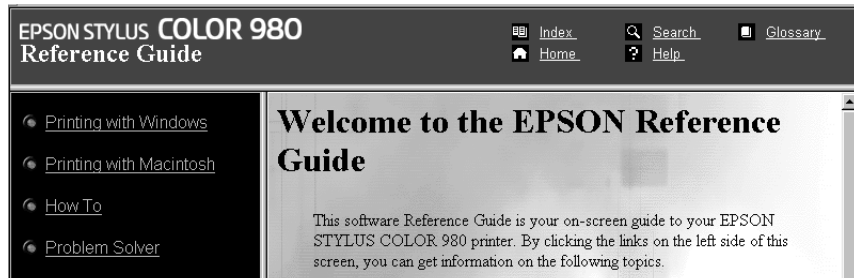
1. Insert the CD-ROM in your drive.
2. Open the Online Guides folder, and double-click Stylus Color 980 Manual.

3. On the next screen, click either View Reference Guide (to view the guide) or Install Reference Guide (to copy it to your hard drive).

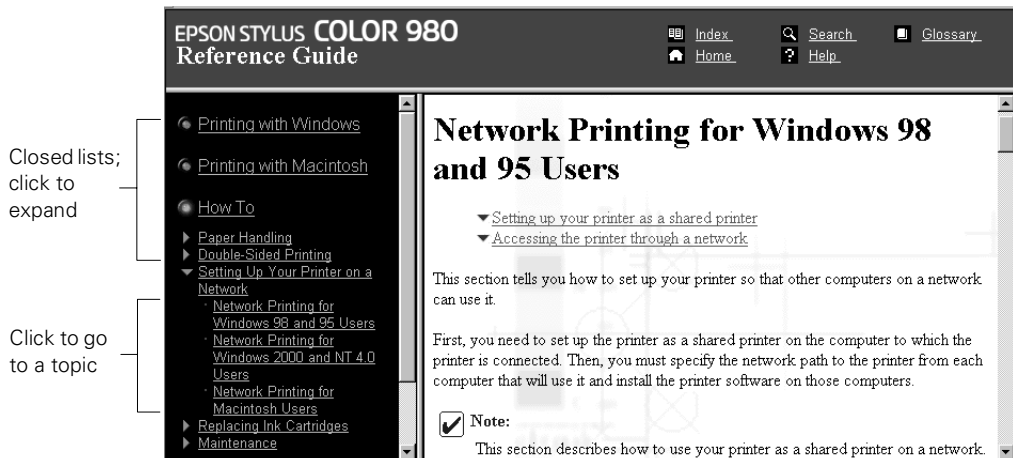
If you copied the manual to your hard drive, you can access it at any time. Open the Epson Stylus Color 980 folder and double-click View Reference Guide.

Navigating the Reference Guide

When you first open the *Reference Guide*, you see this screen:



Click a topic on the left to expand the table of contents, then click a topic you want to view. If there's a right arrow ►, click it to expand the list, then click a topic to go to it.



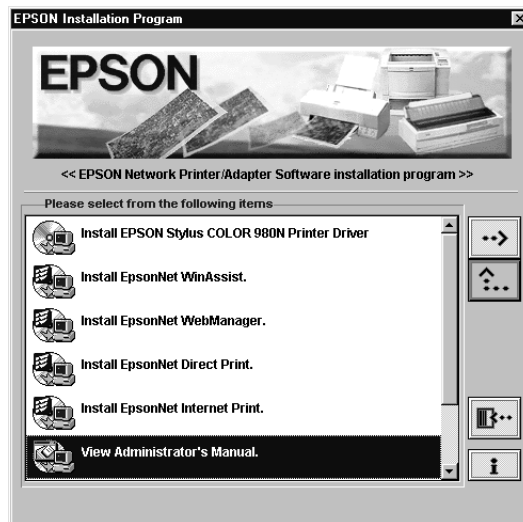
If you see an icon in place of a graphic when viewing your Reference Guide in Netscape Navigator, click the Reload button to load the graphic.

Opening the Administrator's Manual

The *Administrator's Manual* is in PDF format, so you need to use Adobe® Acrobat® to view it. If you don't have Acrobat, you will be prompted to install it from the CD-ROM that came with your printer.

Windows

1. Insert the CD-ROM in your drive. You see the following screen:



2. Double-click View Administrator's Manual.
3. On the next screen, double-click Administrator's Manual. The manual opens in the Adobe Acrobat window. (If Acrobat is not already installed, follow the on-screen instructions to install it and then open the manual.)

If you wish to copy the *Administrator's Manual* to your hard drive, use Windows Explorer to open the PDF_file folder on your CD-ROM, then copy C8236b.pdf to your hard drive.

Macintosh

1. Insert the CD-ROM in your drive.
2. Open the Online Guides folder, and double-click Administrator's Manual.pdf. The manual opens in the Adobe Acrobat window. (If Acrobat is not already installed, follow the on-screen instructions to install it and then open the manual.)

If you wish to copy the *Administrator's Manual* to your hard drive, open the Online Guides folder on your CD-ROM and copy Administrator's Manual.pdf to your hard drive.

Watching Printer Movies

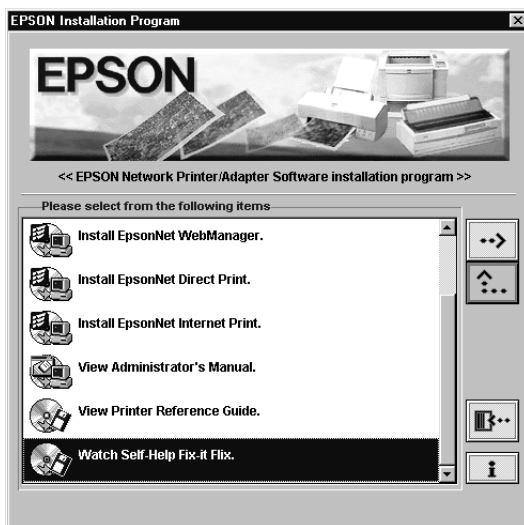
If you need help loading paper, replacing ink cartridges, cleaning the print head, or printing on both sides of the paper, you'll want to watch the Fix-It Flix printer movies included on your CD-ROM. Follow these steps:

1. Insert the CD-ROM in your drive.
2. **Windows:** Double-click Watch Self-Help Fix-It Flix, as shown at right. (You may have to scroll down the menu list to see it.)

Macintosh: Open the Online Guides folder on your CD-ROM. Then double-click Stylus Color 980 movies.

3. When the movie marquee appears, click the poster for the movie you want to see.

For more details on using your printer, see your printer's *Reference Guide*, as described on page 3.

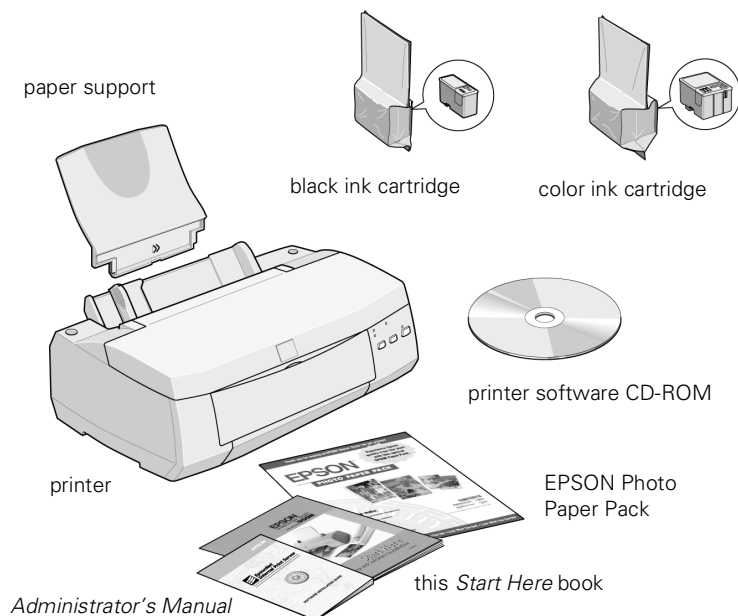


Setting Up Your Printer

This chapter describes how to unpack and set up your printer. For more information on using and maintaining the printer, see the *EPSON Stylus Color 980N Reference Guide* as described on page 3.

Unpacking the Printer

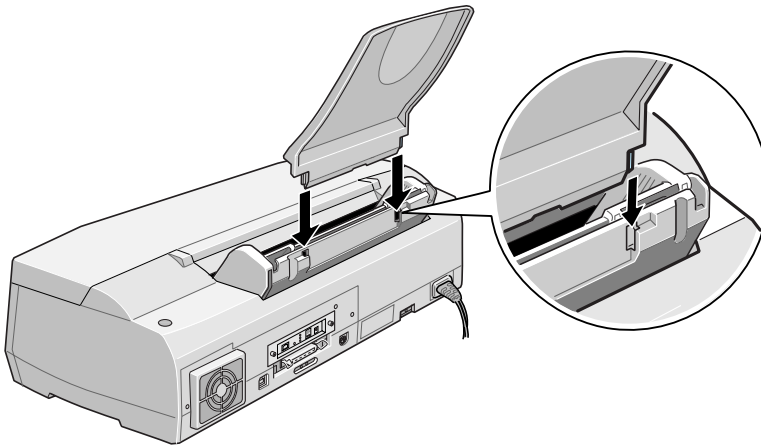
Remove any packing material from the printer as described on the unpacking sheet in the printer box. Then make sure you have these items:



You'll also need a twisted pair RJ45 "straight through" network cable to connect your printer to a hub or switch. If you'll be connecting directly to your printer, you must use an RJ45 "crossover" cable.

[REDACTED]

Insert the paper support into the slots at the back of the printer's sheet feeder.



Put the printer near an available grounded outlet, but avoid areas:

- With high temperature or humidity
- In direct sunlight or dusty conditions
- Near sources of heat or electromagnetic interference, such as loudspeakers or cordless telephone base units



Also be sure to check safety requirements and follow all the safety instructions in the Notices section of this manual.

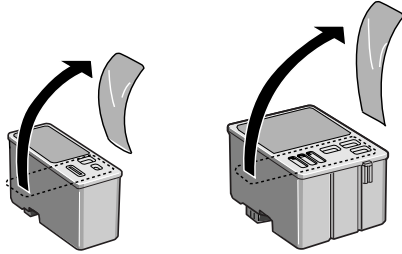
- CAUTION**

Always use the power button to turn the printer on or off. Never use the external switch on a power strip.

-

- 9

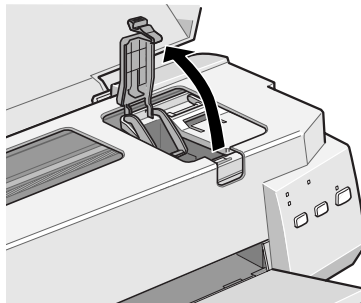
4. Unwrap the ink cartridges. Then remove **only** the yellow part of the tape seal on the top, as shown. **Don't pull off the blue portion or remove the clear seal underneath the cartridge.**



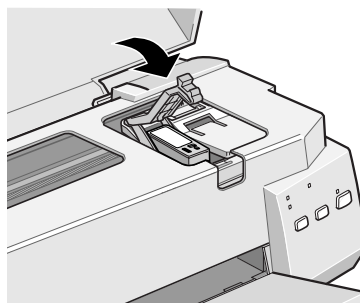
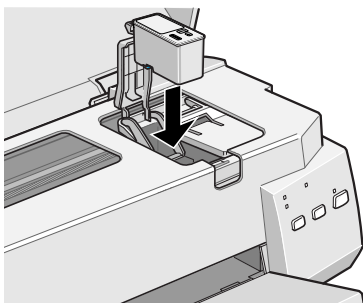
To ensure the print heads charge correctly, install the ink cartridges that came with your printer.

You must remove the yellow tape from the top of the cartridge or you will permanently damage it. It's okay if a small corner of the yellow tape stays on the cartridge.

5. Lift up the black ink cartridge clamp.



6. Place the black ink cartridge in the holder with the label facing up and toward the back of the printer, as shown. Then close the clamp, making sure it clicks into place.



If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water.

7. Press the 🧼 cleaning button to move the color ink cartridge holder into loading position.
8. Repeat steps 5 and 6 to install the color ink cartridge.
9. Press the 🧼🔋 cleaning button to begin charging the ink delivery system and then close the printer cover.

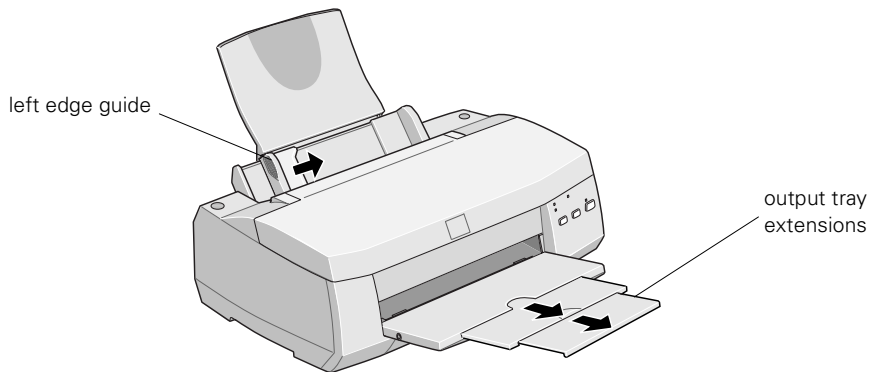
Charging takes about 2 minutes. The 🔋 power light flashes and the printer makes various sounds until it's finished. Don't turn off the printer or interrupt this charging process or it will start over, using more ink than necessary. Charging is finished when the 🔋 power light stops flashing and stays on.



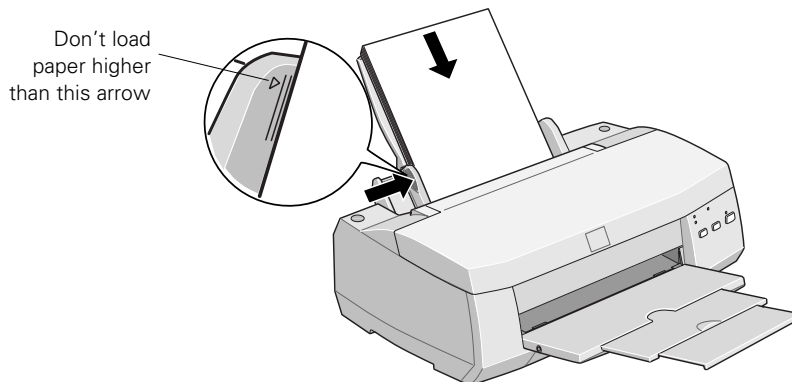
Never turn off the printer when the 🔋 power light is flashing, unless the printer hasn't moved or made any noise for more than 5 minutes.

Loading Paper

1. Open the output tray extensions. Slide the left edge guide so it's a little wider than your paper.

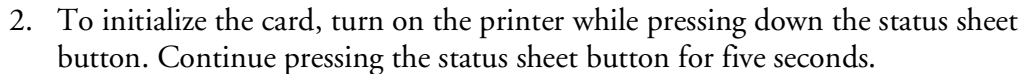


2. Load a stack of plain paper with the printable side up and place it against the right edge guide. Then slide the left edge guide to the paper's left edge. Don't load paper higher than the arrow, as shown below.



[illegible]

1. Attach the network cable to the connector on the card.



To print a status sheet, press the status sheet button and hold it for about three seconds. This sheet gives you important information, including the serial number and MAC address (hardware address) of the card. Keep the status sheet so you can use it when you configure the Ethernet card.

Installing the Print Server Software

The EpsonNet Internal Print Server supports IEEE 802.2, IEEE 802.3, Ethernet II, and Ethernet SNAP network protocols. Your users can print from Microsoft Windows, Apple Macintosh, UNIX, and IBM OS/2 applications. This chapter describes the print server software and includes instructions for installing some of the utilities.

New features of the print server include support for Windows 2000 IPP (Internet Printing Protocol), printer status pages, and Port 9100. Because the print server supports the printer MIB (RFC 1759) standard, proxy response and SNMP settings such as SNMP community, IP trap, and IPX trap are available with EpsonNet WebAssist.

The following utilities are included on your CD-ROM for the print server:

- **EpsonNet WinAssist or MacAssist**
Lets you configure the print server for TCP/IP, NetWare, NetBEUI, or AppleTalk. See page 16 or 17 for installation instructions. Then see the *Administrator's Manual* for more information.
- **EpsonNet WebAssist**
WebAssist is pre-installed on the print server card and lets you configure the print server using your browser. See page 18 for a list of supported browsers. Then see the *Administrator's Manual* for more information.
- **EpsonNet WebManager (Windows only)**
Provides printer management and monitoring features using your browser across the Internet or your Intranet. See page 19 for details.

Where To Get More Information

Here's where you can get more information about your EpsonNet Internal Print Server:

- **Administrator's Manual**
Provides detailed information about the print server, including a list of the printers that support it, configuration and printing instructions for the supported network environments, information about the software utilities, troubleshooting guidelines, and specifications. In addition to the printed manual, an electronic copy is included on the CD-ROM.
- **Readme files**
For the latest information about the print server and software utilities, make sure you check the readme files on the CD-ROM.
- **Online help**
Most of the utilities also include online help that you can access while you're working with them.
- **EPSON technical support**
EPSON offers a variety of technical support options, including information on the Internet and direct telephone assistance. See page 41 for more information.

EpsonNet WinAssist

The EpsonNet WinAssist program lets you configure the print server using Windows 95, 98, NT, or 2000. This section includes system requirements and installation instructions. See the *Administrator's Manual* for complete instructions on using EpsonNet WinAssist.

System Requirements

Operating system	Windows 95/98 Windows 2000 Server and Professional Windows NT 4.0 Server and Workstation
CPU	i486/DX (Pentium® or better recommended)
Memory	8MB (for Windows 95/98) 16MB (for Windows 2000/NT 4.0)
Hard disk space	8MB

Installing EpsonNet WinAssist

Before you install the software, make sure you set up the required protocols and services in your operating system. If you install EpsonNet WinAssist before you add or delete protocols or services, the software may not work. You may need to uninstall and then reinstall it. See the *Administrator's Manual* for more information.

Follow these steps to install EpsonNet WinAssist:

1. Insert the CD-ROM in your drive. You see the Installation Program window.
2. Double-click Install EpsonNet WinAssist, then follow the instructions on the screen to install the program.

You can also run the SETUP.EXE program in the ENWINA\Disk1 folder on the CD-ROM.



EpsonNet MacAssist

The EpsonNet MacAssist program lets you configure the print server for TCP/IP or AppleTalk in a Macintosh environment. This section includes system requirements and installation instructions for EpsonNet MacAssist. See the *Administrator's Manual* for complete instructions on using EpsonNet MacAssist.

System Requirements

Operating system	System 7.1, 7.5x, Mac OS 7.6.x, 8.x, 9.x
CPU	68030 or better processor
Memory	6MB
Hard drive space	13MB

Installing EpsonNet MacAssist

1. Insert the CD-ROM in your drive.
2. Double-click the EpsonNet MacAssist Installer icon and follow the instructions on the screen.

EpsonNet WebAssist

The EpsonNet WebAssist program, which is pre-installed on the print server card, lets you configure the print server using one of the following browsers:

- Microsoft Internet Explorer version 4.0 or later
- Netscape Navigator version 3.02 or later
- Netscape Communicator® 4.0 or later



The Update Home Page function in EpsonNet WebAssist may not work if you are using Microsoft Internet Explorer version 4.0 with Macintosh.

See the *Administrator's Manual* for details about WebAssist.

[illegible]

Although EpsonNet WebManager supports multiple network platforms, you can only install it in a Windows environment. Make sure you check the README file on the CD-ROM for the latest information.

System Requirements

NOTE You must have TCP/IP and a web browser installed before you can install EpsonNet WebManager.

EpsonNet WebManager displays best on VGA monitors running in 1024×768 resolution with 256 or more colors.

Supported Printers

EpsonNet WebManager supports the following printers (when equipped with the EpsonNet internal print server or a built-in network interface):

Laser Printers	Ink Jet Printers	Dot-matrix Printers
EPL®-5700	EPSON Stylus Color 800	FX™-880
EPL-N1200	EPSON Stylus Color 850	FX-980
EPL-N1600	EPSON Stylus Color 900	FX-1180
EPL-N1610	EPSON Stylus Color 980	FX-2180
EPL-N2000	EPSON Stylus Color 1520	LQ-570e
EPL-N2050	EPSON Stylus Color 3000	LQ-2080
EPL-N2700	EPSON Stylus Pro 5000	LQ-2180
EPL-N4000	EPSON Stylus Pro 7000	DFX™-8500
EPL-N4000+	EPSON Stylus Pro 9000	DLQ-3000+
EPL-C8000		
EPL-C8200		

In addition, EpsonNet WebManager will support most future non-PostScript® EPSON printers with a Type B interface.

EpsonNet WebManager Functions

Following are the main functions of the software:

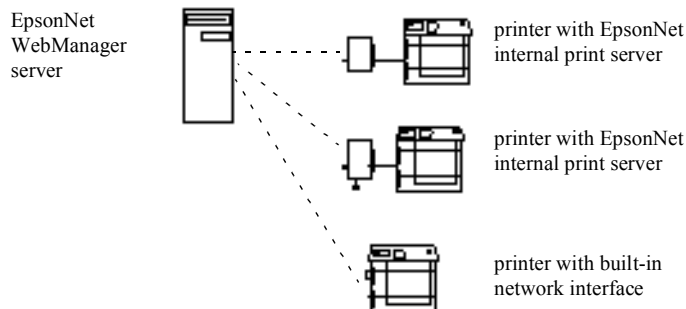
- **Device list**
Searches for printers on the network and displays a list with current status.
- **Device details**
Lets you change printer settings.

- Network settings
Lets you change network interface settings.
- Group management
Helps you manage network printers more effectively.

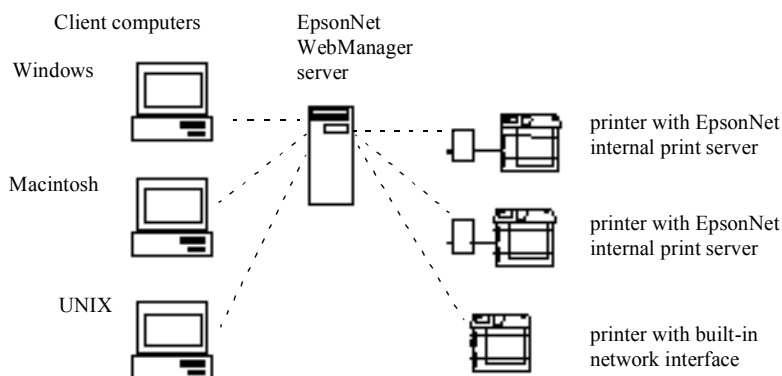
Setting Up EpsonNet WebManager

You can set up the software and use it to manage your network printers in either of two ways:

- Install EpsonNet WebManager and run it through a browser installed on the same computer. The EpsonNet WebManager server—running Windows 95, 98, 2000, and NT 4.0—functions as the network administration server:



- Install EpsonNet WebManager and run it through a browser installed on another computer in the network (a client). This lets you manage your network printers from Windows, Macintosh, or UNIX platforms:



Installing and Starting the Software

Before you install EpsonNet WebManager, make sure TCP/IP is installed, and the IP address or host name for the computer is set. Register the host name in the hosts file in the Windows folder.

Follow these steps to install EpsonNet WebManager:

1. Insert the CD-ROM in your drive. You see the Installation Program window.
2. Double-click Install EpsonNet WebManager, then follow the instructions on the screen to install the program.

You can also run the SETUP.EXE program in the ENWEBM\Disk1 folder on the CD-ROM.

Make sure that anyone who needs to use EpsonNet WebManager knows the IP address or host name of the server.

3. To open EpsonNet WebManager from the server computer where it is installed, simply run the program from the Start menu.

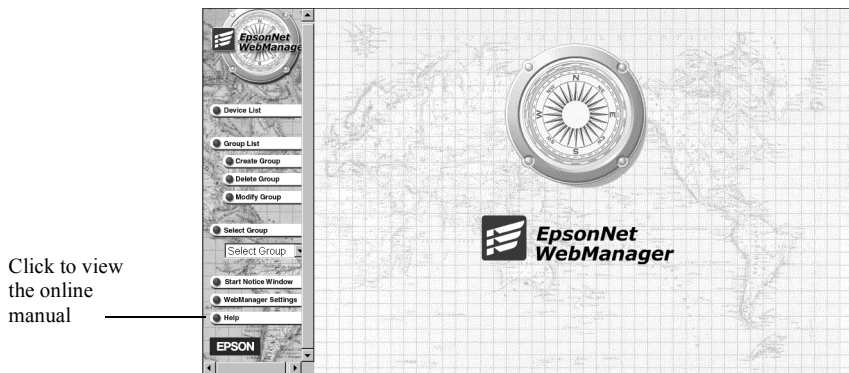
To open EpsonNet WebManager from a client computer, open a browser and enter the IP address (or host name) of the server and port number (8090):

http:// the IP address or host name of the server:8090/

for example:

http://192.168.100.201:8090/

You see the main page:



4. To view the EpsonNet WebManager online manual, click the Help button in the main menu, then click Online Manual.

You can also click the question mark button on any page to get help with the functions on that page.

Uninstalling EpsonNet WebManager

If you need to uninstall EpsonNet WebManager, use the Add/Remove Programs utility in the Windows Control Panel. You can also use the Uninstall program in the EpsonNet WebManager group or folder.

Installing the Workstation Software

Follow the instructions in this chapter to install the printer driver on each workstation from which you'll be printing to the network. (If you're on a Windows NT Server network, you won't have to install the driver at each workstation; but see your Windows NT documentation to set up sharing.) For all Windows computers except Windows 2000, you'll need to change the port settings, and for Macintosh computers, you'll need to select the printer in the Chooser.

For information on using your printer driver to control the quality and appearance of your printed documents, see the *EPSON Stylus Color 980N Reference Guide* as described on page 3.

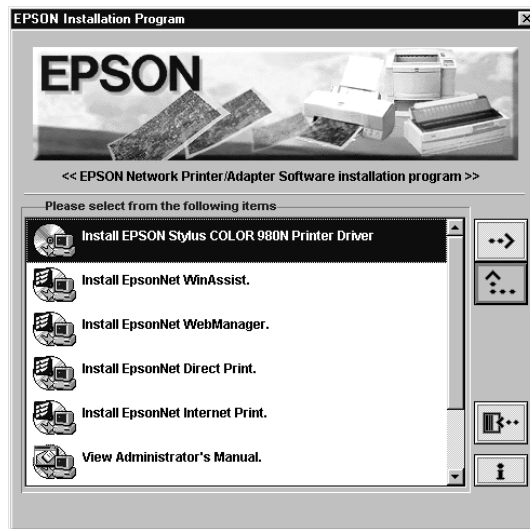
Your Printer Software CD-ROM also includes the following utilities that you can install at each workstation:

- **EpsonNet Direct Print Utility**
Enables TCP/IP (LPR) printing in Windows.
- **EpsonNet Internet Print Utility**
Offers printing across the Internet and intranets for Windows 95, 98, 2000, and NT 4.0.

See your *Administrator's Manual* for more information about these utilities.

[illegible]

1. Insert the printer software CD-ROM. You see the Installation Program screen:



If you do not see the screen, double-click the CD-ROM icon under My Computer.

2. Double-click Install EPSON Stylus COLOR 980N Printer Driver, and follow the on-screen instructions to install the software.

Your printer is automatically set to your local port, LPT1. You need to change it to follow the network path to your printer by adding a port. See the section below.

Changing Your Port Setting

Follow the steps below to change the port setting in Windows 95, 98, and NT 4.0. If you are using Windows 2000, the port is automatically configured. In Windows NT 4.0, make sure the TCP/IP printing services is running before you start.

1. Click Start, point to Settings, and click Printers.

2. Right-click the EPSON Stylus Color 980 printer icon.
3. Select Properties (in Windows 95 or 98) or Document Defaults (in Windows NT).
4. In Windows 95 or 98, click the Details tab. In Windows NT 4.0, click the Ports tab.
5. Click Add Port.
6. In Windows 95 or 98, click Browse and choose the server or EPSON_TCPIP_Printer that your printer is set up on. Then click OK.

In Windows NT 4.0, click New Port, then type the printer's IP address and print server name as listed on the status sheet (see "Printing a Status Sheet" on page 13). Then click OK.

7. When done, restart your computer.

After the computer restarts, you may wish to turn off background monitoring as described on page 39. Background monitoring is a feature of Status Monitor 3, a utility that automatically installs with the printer driver. Status Monitor 3 permits each workstation to monitor the printer and check ink levels, but it also increases network traffic. To learn more about Status Monitor 3, see the next chapter.

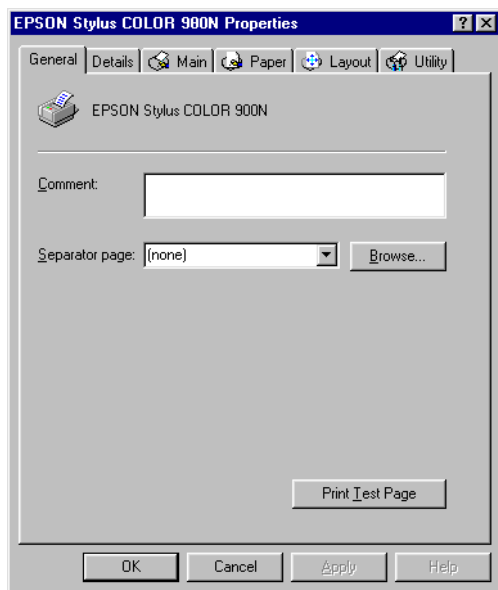


- To use the printer or configure the printer's Ethernet card, you need to select the SC 980 (AT) printer in the Chooser and make sure AppleTalk is turned on. See your Macintosh documentation for more information.

Printing a Test Page

If you have a Windows 95, 98, 2000, or NT 4.0 workstation, follow the steps below to test the printer and verify that the network is working correctly. Make sure the printer is turned on and a sheet of letter-sized paper is loaded.

1. Point to Start, Settings, and click Printers.
2. Right-click the EPSON Stylus Color 980 icon and click Properties (Windows 95 or 98), Printing Preferences (Windows 2000), or Document Defaults (Windows NT 4.0). You see the printer driver screen:



3. Click the General tab and click Print Test Page. The test page is printed and a screen asks you to confirm that it printed correctly.



If the test page does not print, see your electronic *EPSON Stylus COLOR 980N Reference Guide* or *Administrator's Manual* for solutions to possible problems.

Using Status Monitor 3 for Windows

EPSON Status Monitor 3, which installs automatically with the printer driver, lets you monitor a network printer from any workstation running Windows 95, 98, 2000, or NT 4.0. It gives you ink levels for the printer and notifies you if the printer has any problems. It does create network traffic, however, so you may want to limit the number of users who can monitor the printer. (See “Disabling Background Monitoring” on page 39 for more information.)



If you have a Macintosh, you can monitor information about a locally attached printer. See your electronic *Printer Basics* book for details.

When you start EPSON Status Monitor 3, you see this window:



Error and status messages appear here

Shows ink levels. The color of ink with the least amount left determines the level for all the colors shown

If an ink cartridge is empty or runs low, a How to button appears on the window. You can click it to display cartridge replacement instructions and to move the print head to the cartridge replacement position.

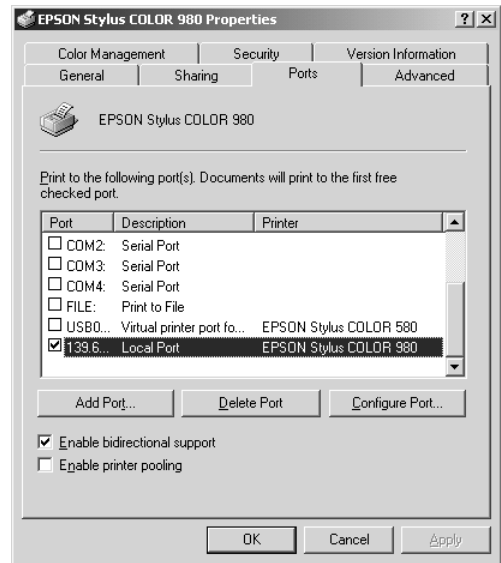
Selecting a Printer to Monitor

To use EPSON Status Monitor 3, you have to select the printer you want to monitor. You do this in the printer's Properties dialog box. Follow the steps below for your system:

Windows NT 4.0 or 2000:

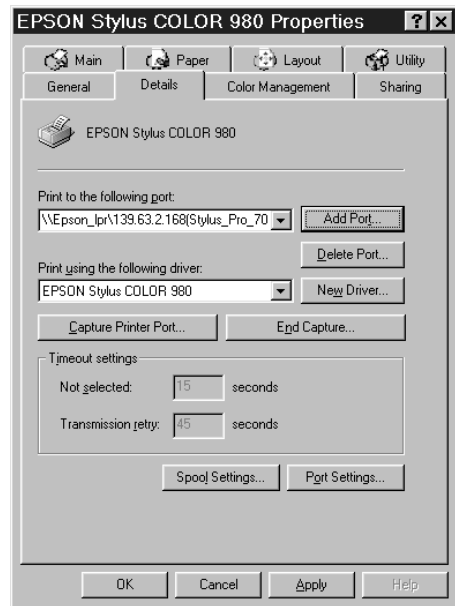
1. Click Start, point to Settings, then select Printers.
2. Right-click your EPSON Stylus Color 980 printer icon and select Properties.
3. When you see the Properties dialog box, click the Ports tab.
4. Select the port for the printer you want to monitor.
5. Click OK to close the Properties dialog box.

Now you're ready to monitor the printer you've selected.

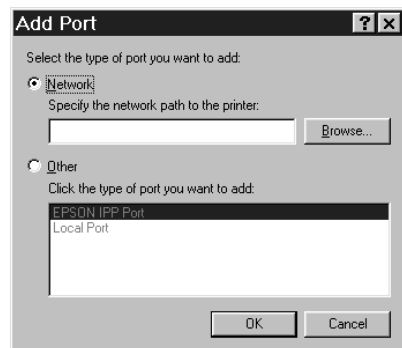


Windows 95 or 98:

1. Click Start, point to Settings, then select Printers.
2. Right-click your EPSON Stylus Color 980 printer icon and select Properties.
3. When you see the Properties dialog box, click the Details tab.

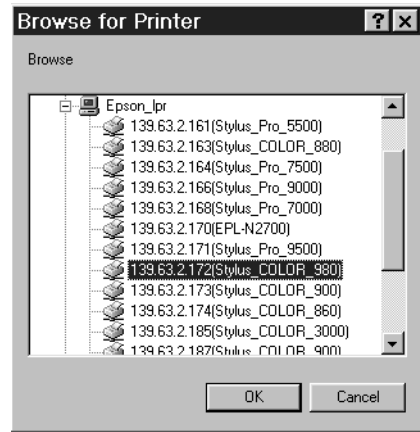


4. Click Add Port. You see the Add Port dialog box.



5. Click Browse, and then double-click the Epson_lpr icon. You see a list of Epson printers on your network.
6. Select the printer you want to monitor, then click OK to close the Browse for Printer dialog box.
7. Click OK to close the Add Port dialog box
8. Your printer's name and network address appear in the Print to the following port box on the Details tab. Click Apply to apply the change.
9. Click OK to close the Properties dialog box.

Now you're ready to monitor the printer you've selected.





Turning Monitoring On and Off

After Status Monitor 3 is installed, it automatically performs background monitoring whenever you print a document. If an error occurs, such as a paper out error, you're automatically notified of the problem. However, background monitoring increases network traffic, so you may wish to turn it off at some or all workstations. See "Disabling Background Monitoring" on page 39.

If background monitoring is turned off, you can still start Status Monitor 3 in one of the following ways:

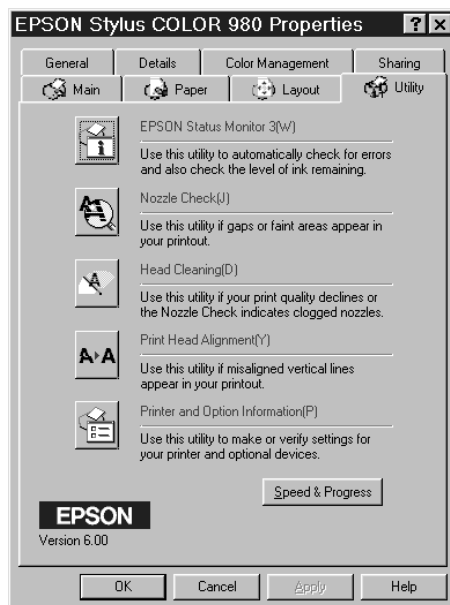
- from the Utility tab on the printer's Properties dialog box (below)
- by placing a shortcut icon on the Windows taskbar (page 37)

Turning On Monitoring from the Properties Dialog Box

After selecting a printer to monitor (see page 32), follow these steps to launch EPSON Status Monitor 3 from the printer's Properties dialog box:

1. Click Start, point to Settings, then select Printers.
2. Right-click your EPSON Stylus Color 980 printer icon.
3. Select one of the following:
 - Properties (if you're running Windows 95 or 98)
 - Printing Preferences (if you're running Windows 2000)
 - Document Details (if you're running Windows NT)

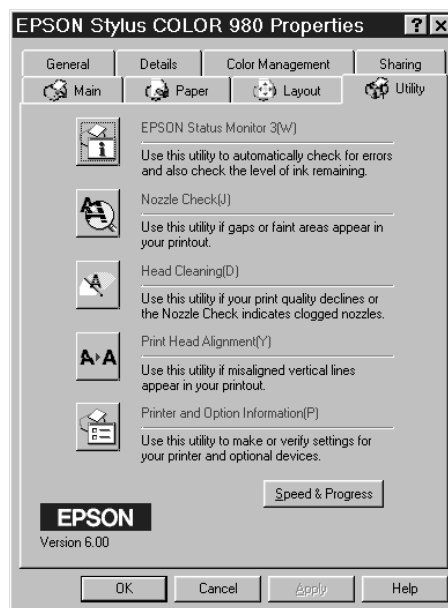
4. When you see the Properties dialog box, click the Utility tab.
5. Click the EPSON Status Monitor 3 button to begin monitoring. You see the Status Monitor 3 window, as shown on page 31.



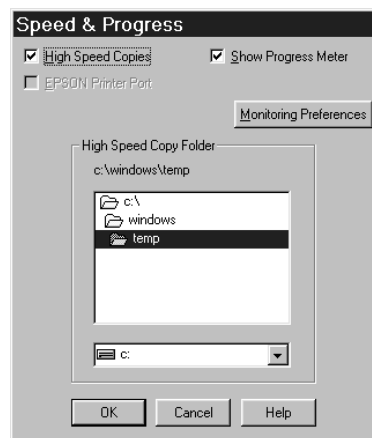
Turning On Monitoring from a Shortcut Icon

After selecting a printer to monitor (see page 32), follow these steps to create a shortcut icon for the printer on your Windows taskbar:

1. Click Start, point to Settings, then select Printers.
2. Right-click your EPSON Stylus Color 980 printer icon.
3. Select one of the following:
 - Properties (if you're running Windows 95 or 98)
 - Printing Preferences (if you're running Windows 2000)
 - Document Details (if you're running Windows NT)
4. When you see the Properties dialog box, click the Utility tab.
5. Click Speed & Progress to display the Speed & Progress dialog box.



6. Click Monitoring Preferences.

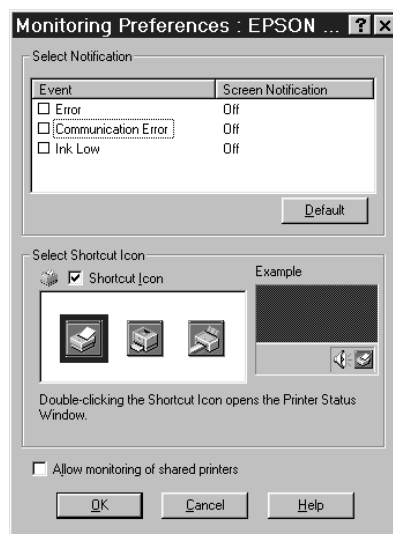


7. Click the Shortcut Icon box to select it, then select one of the three graphics to use as your shortcut icon.

8. Click OK to close the Monitoring Preferences dialog box.

9. Click OK to close the Speed & Progress dialog box, and then click OK to close the Properties dialog box.

You now have a shortcut icon for the selected printer on your Windows taskbar. Double-click the icon to start EPSON Status Monitor 3 for that printer.



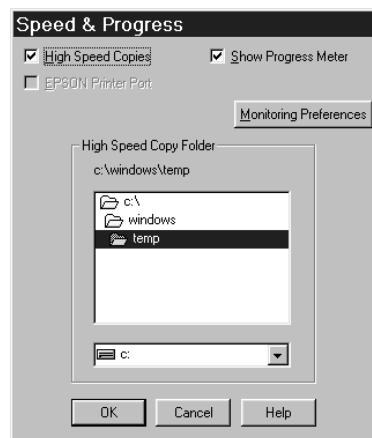
Disabling Background Monitoring

To limit traffic on your network, you can turn off background monitoring at individual workstations. Follow these steps:

1. Select the printer for which you want to disable background monitoring, as described on page 32.
2. Click Start, point to Settings, then select Printers.
3. Right-click your EPSON Stylus Color 980 printer icon.
4. Select one of the following:
 - Properties (if you're running Windows 95 or 98)
 - Printing Preferences (if you're running Windows 2000)
 - Document Details (if you're running Windows NT)
5. When you see the Properties dialog box, click the Utility tab.
6. Click Speed & Progress to display the Speed & Progress dialog box.



7. Click Monitoring Preferences.

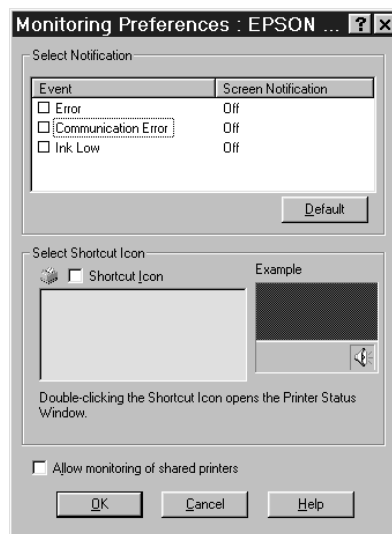


8. Deselect any of the events that are enabled.

9. Click OK to close Monitoring Preferences, then click OK again to close the Speed and Progress dialog box.

10. Click OK to close the Properties dialog box.

Background monitoring is disabled on this workstation until you enable it again from the Monitoring Preferences dialog box. To do so, select the type of events for which you want to be notified, then click OK to close the Monitoring Preferences dialog box. If an error occurs during printing, the Status Monitor 3 window automatically appears to notify you of the problem.



Where To Get Help

If you need help with your printer, the EpsonNet Internal Print Server, or any of the included software, see the contact information below.

EPSON Technical Support

EPSON provides technical assistance 24 hours a day through the electronic support services and automated telephone services listed in the following table.

Service	Access
World Wide Web	From the Internet, you can reach EPSON Support at http://support.epson.com . At this site, you can download drivers and other files, look at documentation such as product brochures and user manuals, and access troubleshooting information.
EPSON Internet FTP Site	If you have Internet FTP capability, use your Web browser (or other software for FTP downloading) to log onto ftp.epson.com with the user name anonymous and your e-mail address as the password.
EPSON E-MAIL Technical Support	To receive technical advice through e-mail, go to http://support.epson.com and complete the form under the troubleshooting tab, as requested.
Automated Telephone Services	A variety of automated help services are available 24 hours a day, seven days a week. To use these services, you must have a touch tone telephone and call (800) 922-8911 .

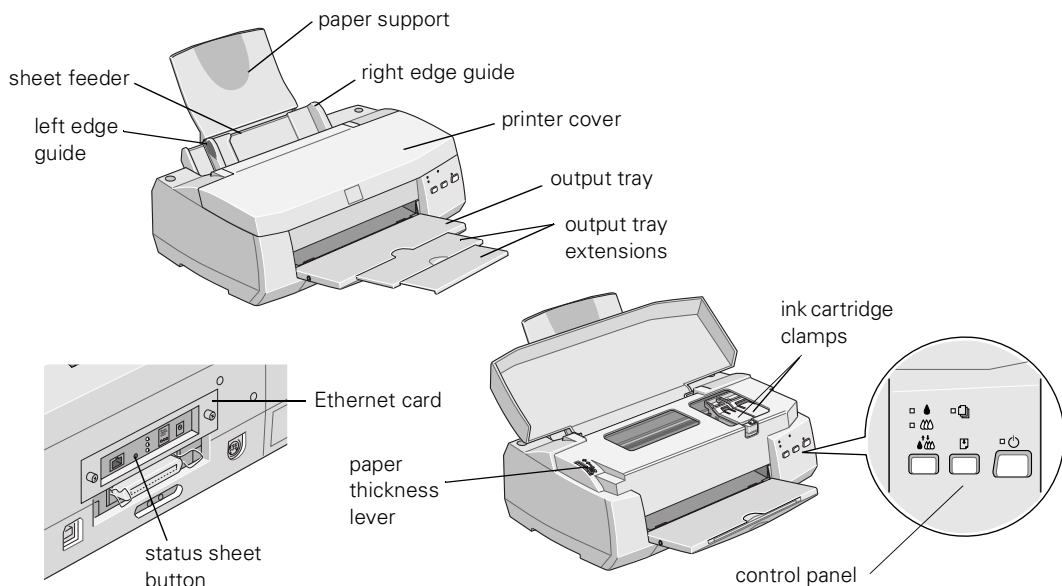
To speak directly to a technical support representative dial (562) 276-7564 (in the U.S.) or (905) 709-2567 (in Canada) 6 AM to 6 PM, Pacific Time, Monday through Friday. Toll or long distance charges may apply.

Before you call, please have the following information ready:

- Printer model (EPSON Stylus Color 980N)
- EpsonNet Internal Print Server model: C823632A
- Printer serial number (located on the back of the printer)
- Print server serial number (hold down the status sheet button on the card for about three seconds to print out a sheet that includes the serial number)
- Proof of purchase (such as a store receipt) and date of purchase
- Network configuration
- Description of the problem

Identifying Printer Parts

If you need help identifying the parts of the printer, refer to these illustrations:





Ordering EPSON Parts and Accessories

You can purchase ink, paper, manuals, and accessories from the EPSON Store at (800) 873-7766 or visit the EPSON Store at www.epson.com (U.S. sales only). In Canada, please call (800) 873-7766 for dealer referral.

For additional information on ordering ink and paper, see the inside back cover.

Notices

This chapter includes system requirements, safety instructions, legal notices, and other important information about your EPSON Stylus Color 980N. For information about UNIX and OS2, see your *Administrator's Manual*.

Windows System Requirements

To use your printer and its software, your system should have:

- An IBM[®] compatible PC with at least a 486/25 MHz processor (for Windows 95 or Windows NT 4.0) or 486/66 MHz processor (for Windows 98 or Windows 2000); Pentium or better processor recommended
- Microsoft Windows 95, Windows 98, Windows NT 4.0 Service Pack 6, or Windows 2000
- 16MB of RAM (32MB for Windows 95 or Windows 98 recommended; 64MB recommended for Windows NT 4.0 or Windows 2000)
- 50MB of free hard disk space (100MB or more recommended)
- VGA or better display adapter and monitor
- CD-ROM or DVD drive for installing the printer software
- Ethernet network connection: a twisted-pair RJ45 “straight through” cable to connect the printer’s Ethernet card to your network. (If you’ll be connecting your computer directly to the printer, you must use an RJ45 “crossover” cable.)

Parallel connection: a high-speed, bidirectional IEEE 1284 compliant parallel cable, up to 10 feet long (3 meters); the cable must have a D-SUB, 25-pin, male connector for your computer, and a 36-pin, Centronics[®] compatible connector for the printer.

USB connection: a computer running Windows 98 or Windows 2000, with a Windows-compliant USB port and a shielded USB “AB” cable up to 6.5 feet (2 meters) long.



Using an improperly shielded USB cable—especially a cable more than 6.5 feet (2 meters) long—may cause the printer to malfunction.

Macintosh System Requirements

To use your printer and its software, your system should have:

- An Apple Macintosh OS 7.1 or higher, Apple iMacTM series, or Power Macintosh G3 or G4
- 16MB of available RAM (more recommended)
- 50MB of free hard disk space (100MB recommended)
- VGA display or better
- CD-ROM or DVD drive for installing the printer software
- Ethernet network connection: a twisted-pair RJ45 “straight through” cable to connect the printer’s Ethernet card to your network. (If you’ll be connecting your computer directly to the printer, you must use an RJ45 “crossover” cable.)

USB connection: a USB port and a shielded USB “AB” cable up to 6.5 feet (2 meters) long. In addition, your iMac must be running Mac[®] OS 8.5 or later (Mac OS 8.5.1 or later recommended); if not an iMac, your Macintosh must be running Mac OS 8.5.1 or later.



Using an improperly shielded USB cable—especially a cable more than 6.5 feet (2 meters) long—may cause the printer to malfunction.

If your iMac is running OS 8.1 and you want to use USB, you need to upgrade your operating system to OS 8.5.1 or later before installing your printer software. To find out which operating system your iMac is running, select About This Computer from the Apple menu.

Download the update for your system from Apple at <http://asu.info.apple.com>. Contact Apple if you have problems installing an update.

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency. The EPA ENERGY STAR office equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.



Important Safety Instructions

Before using your printer, read the following safety instructions to make sure you use the printer safely and effectively:

- Be sure to follow all warnings and instructions marked on the printer.
- Do not place the printer on an unstable surface or near a radiator or heating vent or in direct sunlight. Use only the type of power source indicated on the printer's label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off. Place the printer near a wall outlet where the plug can be easily unplugged.

Placez l'imprimante près d'une prise de contact où la fiche peut être débranchée facilement.

- Do not let the power cord become damaged or frayed. If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Turn off and unplug the printer before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer.



Always turn the printer off using the  power button. Don't switch off the power strip or unplug the printer until the  power light is off.

- Do not block or cover the openings in the printer's case or insert objects through the slots. Except as specifically explained in this manual, do not attempt to service the printer yourself.

- Unplug the printer and refer servicing to qualified service personnel if the power cord or plug is damaged; if liquid has entered the printer; if the printer has been dropped or the case damaged; if the printer does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink. If ink gets on your skin, wash the area thoroughly with soap and water. If ink gets in your eyes, flush them immediately with water.
- Do not shake an ink cartridge; this can cause leakage.
- Install the ink cartridge immediately after you remove it from its foil package. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.
- Do not dismantle the ink cartridges or try to refill them. This could damage the print head.
- Do not use an ink cartridge beyond the date printed on the cartridge carton; otherwise it may result in reduced print quality. For best results, use up the ink cartridges within six months of first installing them.
- Do not put your hand inside the printer or touch the cartridge during printing. Also, do not move the print head by hand; otherwise you may damage the printer.
- Before transporting the printer, make sure the print head is capped in the far right position and the ink cartridges are in place.

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Declaration of Conformity

According to 47CFR, Part 2 and 15 for Class B Personal Computers and Peripherals; and/or
CPU Boards and Power Supplies used with Class B Personal Computers:

We: EPSON AMERICA, INC.
Located at: MS: 6-43
3840 Kilroy Airport Way
Long Beach, CA 90806-2469
Telephone: (562) 290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: EPSON
Type of Product: Ink Jet Printer
Model: EPSON Stylus COLOR 980: P120A

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In Canada. The parties to this Agreement confirm that it is their wish that this Agreement shall be drawn up in the English language only. Les parties aux présentes confirment leur volonté que cette convention de même que tous les documents, y compris tous avis, qui s'y rattache, soient rédigés en langue anglaise seulement.

Should Licensee have any questions concerning this Agreement, kindly write:
Epson America, Inc., Legal Affairs Department, 3840 Kilroy Airport Way, Long Beach,
CA 90806-2469 USA.

Limited Warranty

What Is Covered: Epson America, Inc. ("Epson") warrants to the first end-user customer that the EPSON printer covered by this limited warranty statement, if purchased and used in the United States or Canada, conforms to the manufacturer's specifications and will be free from defects in workmanship and materials for a period of one year from the date of original purchase. Epson also warrants that the consumable ink cartridges enclosed with the printer will perform to the manufacturer's specified usage, which usage may expire before the expiration of the limited warranty for the EPSON printer. For warranty service, you must provide proof of the date of original purchase.

What Epson Will Do To Correct Problems: Should your EPSON printer prove defective during the warranty period, please call the EPSON Connection at (562) 276-7564 (U.S.) or (905) 709-2567 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the unit requires repair. If service is needed during the warranty period, Epson will, at its option, exchange or repair the unit without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid. You are responsible for securely packaging the defective printer and returning it to Epson within five (5) working days of receipt of the replacement unit. You must provide a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If your printer is being repaired, Epson will direct you to send your printer to Epson or its authorized service center. The printer will be fixed and sent back to you. You are responsible for packing the printer and for shipping costs to and from the Epson authorized service center. When warranty service involves the exchange of the product or of a part, the item replaced becomes Epson property. The exchanged product or part may be new or refurbished to the Epson standard of quality. Epson's liability for replacement of the covered product will not exceed the original retail selling price of the covered product. Exchange products or parts assume the remaining warranty period of your original product covered by this limited warranty.

What This Warranty Does Not Cover: This warranty covers only normal use in the United States and Canada. This warranty does not cover damage to the EPSON printer caused by parts or supplies not manufactured, distributed or certified by Epson. This warranty does not cover ribbons, ink cartridges or third party parts, components, or peripheral devices added to the EPSON product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

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